



HACKLEY COMMUNITY CARE For Your Whole Life

Dear Hackley Community Care Patient,

IMPORTANT INSURANCE INFORMATION UPDATES

If you currently have or are planning to switch to either WellCare, Aetna, or Cofinity insurance plan, please see the information below.

WellCare (Medicare Advantage)

Effective January 1, 2022, Hackley Community Care (HCC) will no longer accept WellCare Medicare Advantage insurance. In addition to this change, WellCare insurance will no longer be accepted by some other healthcare providers or facilities throughout Muskegon County, including some hospitals, specialty care providers, and testing facilities. Please call your medical provider to verify that they accept these plans.

Aetna/Cofinity (Commercial and Medicare Advantage)

Trinity/Mercy Health are still in contract negotiations with these insurance organizations. If an agreement is not met by the end of 2021, the services you receive under this plan, could be considered out of network and potentially result in higher out of pocket costs.

What do I do now?

Persons with Medicare insurance: **Medicare open enrollment extends through December 7, 2021.** Please contact either the Health Project or Senior Resources to discuss insurance plan options. Their staff are trained and able to assist patients in reviewing options or changing plans.

Health Project Muskegon County: Main Line: 231-672-3201 or Toll-Free: 866-671-4819.

Senior Resources: Main Line: 231-733-3585 or Toll-Free: 800-442-0054.
Medicaid/Medicare Assistance Program Questions: 231-733-3572

Aetna/Cofinity References:

- Trinity Health has established a dedicated hotline 833-247-1257 to provide patients with information about ongoing negotiations.
- Aetna Negotiation updates dedicated Mercy Health webpage: <https://www.mercyhealth.com/campaigns/my-health-coverage/my-health-coverage>

What if I still have questions?

Feel free to leave a message at 231-733-6700 and someone from HCC will return your call within 48 hours.

Baker Site
2700 Baker Street
Muskegon, MI 49444
Medical/OB/MH:
231-737-1335
Dental: 231-737-8603
Pharmacy: 231-737-9510

Leahy Site
1675 Leahy Street
Suite 103
Muskegon, MI 49440
231-737-1335

Clinton Street Site
1550 Clinton Street,
Muskegon, MI 49442
231-737-1335

Integrated Health Clinic
376 E. Apple Ave.
Muskegon, MI 49442
231-724-1335

Teen Health Center
Muskegon High School
80 W. Southern Ave.
Room E113
231-733-6680

Teen Health Center
Oakridge Middle School
251 S. Wolf Lake Road
Room 14
Muskegon, MI 49442
231-733-6830

Administration
255 Seminole Rd.
Suite 201
Muskegon, MI 49444
231-737-1335